

Program A: Management and Finance**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

Proposed performance standards do not reflect the most recent budget adjustments implemented by the Division of Administration during development of the FY 2003-2004 Executive Budget. Rather, proposed performance standards indicate a "To be established" status since the agency had insufficient time to assess the full performance impacts of the final Executive Budget Recommendation. As a result, during the 2003 Legislative Session, the agency will seek amendment to the General Appropriation Bill to identify proposed performance standards reflective of the funding level recommended in the Executive Budget.

DEPARTMENT ID: 09 Department of Health and Hospitals

AGENCY ID: 307 Office of the Secretary

PROGRAM ID: A: Office of Management and Finance

1. (KEY) To provide the direction, management and support necessary to assure that at least ___ of the performance indicators in the Office of the Secretary meet or exceed targeted standards.

Strategic Link: This objective implements Goal 1, Objective 1 in the DHH Strategic Plan which is identical in language to this objective.

Louisiana: Vision 2020 Link: This objective is linked to Vision 2020 Goal 1, Objective 8: To improve the efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: Organizationally, the Office of the Secretary oversees the administration of the entire Department of Health and Hospitals, however, the scope of its duties within the budget structure are limited to the activities listed on the Program A Description worksheet.

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
10029	K	Percentage of Office of the Secretary indicators meeting or exceeding targeted standards	70%	69% ¹	65%	65%	70%	To be established

¹ Starting FY 2001-2002, the percentage indicators meet will be based on all indicators in 09-307, including both Program A and Program B; Previous fiscal years only included indicators for Program A.

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2. (KEY) Through the Bureau of Appeals, to process __ of Medicaid appeals within 90 days of the date the appeal is filed.

Strategic Link: This is linked to the DHH Strategic Plan at 09-307, A, Objective 1.2: Through the Bureau of Appeals to process 95% of Medicaid appeals within 90 days of the date the appeal is filed.

Louisiana: Vision 2020 Link: Goal 1, Objective 1.8: To improve the efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: The Bureau of Appeals is federally mandated (42 CFR 431.200 et. seq.) and court-ordered under the Blanchard v. Forrest decision to process certain appeals within 90 days from date of filing. Anticipated increases in the number of similar appeals for FY 2002-2003 are expected because of programmatic changes and affected population growth.

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
10030	S	Number of Medicaid appeals processed	2,800 ¹	2,730	2,800	2,800	3,400	To be established
10031	S	Number of Medicaid appeals processed within 90 days of the date that the appeal is filed	2,632 ²	2,672	2,706	2,706	3,264	To be established
10032	K	Percentage of Medicaid appeals processed within 90 days of the date that the appeal is filed	95% ²	97.9%	96%	96%	95%	To be established

¹ Through FY2001-02, for the purpose of this document, a "Medicaid appeal" was defined as a "Blanchard" appeal, which refers to specific court-related activities representing almost all Medicaid applicant/recipient "individual" appeals. Effective with FY 2002-03, and as related to internal objectives, all Medicaid appeals for individual Medicaid applicants/recipients are defined as Medicaid appeals for this document. The Bureau of Appeals is adding these appeals, which are not subject to the court order, for internal efficiency. The Performance Standard is not significantly affected by this inclusion.

² Ninety days processing time is the standard set in the Code of Federal Regulations as set forth in a Consent Judgment issued by the Federal Courts. Additional time is granted in cases in which the appellant requests it, or in certain other situations as specified. This Performance Goal therefore includes cases that will exceed the 90 day goal due to circumstances beyond the control of the agency.

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3. (Supporting) Through the Bureau of Legal Services, to provide legal services to the various offices and programs as needed, litigating at least ___ of cases successfully.

Strategic Link: This objective implements Goal 1, Objective 3 of the DHH Strategic Plan. The corresponding strategic objective is identical in language to this objective.

Louisiana: Vision 2020 Link: Goal 3: To have a standard of living among the top ten states in America and safe, healthy communities where rich natural and cultural assets continue to make Louisiana a unique place to live, work, visit and do business.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
10033	S	Percentage of cases litigated successfully	85%	94.4%	88%	88%	90%	To be established

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4. (KEY) Through the Bureau of Protective Services, to complete investigations of assigned reports of abuse, neglect, exploitation, and extortion for disabled adults age 18 through 59 in accordance with policy and make appropriate referrals for interventions to remedy substantiated cases, and follow up to ensure cases are stabilized.

Strategic Link: This objective implements Goal 1, Objective 4 in the DHH Strategic Plan. The corresponding strategic objective is identical in language to this objective.

Louisiana: Vision 2020 Link: This is linked to Objective 1.8: To improve the efficiency and accountability of governmental agencies; and to objective 3.4: to have a safe and healthy environment for all citizens.

Children's Budget Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: The activity of the agency depends on the number and percentage of the adult population who are disabled and well as the number of reports of suspected abuse, neglect, exploitation or extortion called in. The number of disabled adults is increasing, and there is more awareness among the general public of abuse of this population, leading us to anticipate a growing number of reports and resultant investigations.

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7992	S	Number of Investigations Completed ¹	800	952	1,000	1,000	1,000	To be established
7995	K	Percentage of Investigations Completed Within Established Timelines	60%	72.9%	60%	70%	70%	To be established
7996	K	Average Number of Days to Complete Investigations	50	24	40	30	30	To be established
7994	K	Number of Clients Served	875	920	950	950	950	To be established

¹ The indicator represents staff effort, but is largely dependent upon the volume of reports of abuse, neglect, exploitation or extortion received, a factor which is not under the control of the agency. Because it is unacceptable to allow a case of abuse, etc., to go without investigation, efficient use of staff resources is essential.

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5. (KEY) Through the Bureau of Community Supports and Services, to maintain the Mental Retardation/Developmentally Disabled (MR/DD) Wavier Program for an annual number of __ clients and to maintain the Children's Choice Waiver Program for an annual number of __ clients.

Strategic Link: This objective is linked to the revised DHH Strategic Plan at 09-307, A. Objective 1.5. The corresponding strategic objective is identical in language to this objective.

Louisiana: Vision 2020 Link: This objective is linked to Goal Three of Vision 20/20. Goal 3: To have a standard of living among the top ten states in America and safe, healthy communities where rich natural and cultural assets continue to make Louisiana a unique place to live, work, visit and do business.

Children's Cabinet Link: This is linked to the Children's Cabinet via the Children's Budget. In addition, expansion of the MR/DD Waiver and implementation of the Children's Choice were among the priorities of the Children's Cabinet during the 2001 Legislative Session.

Other Link(s): Healthy People 2010: Goal 6: Promote the health of people with disabilities, prevent secondary conditions, and eliminate disparities between people with and without disabilities in the U.S. population.

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		MR/DD Waiver						
7964	K	Number of allocated MR/DD wavier slots	4,251	4,251	4,251	4,576	4,576	To be established
7967	K	Percentage of MR/DD Waiver slots filled	95%	93%	95%	95%	95%	To be established
2838	K	Number of individuals waiting for waiver services	8,594	8,465	8,465	8,465	8,465 ¹	To be established
10019	K	Total number served in MR/DD waiver slots	3,917	3,968	4,038	4,347 ¹	4,347 ¹	To be established
7965	S	Average cost per slot	\$37,764	\$37,764	\$37,764	\$37,764	\$37,764	To be established
10618	S	Number of wavier participants whose services are monitored	230	320	0	233 ³	233 ³	To be established
12053	S	Average length of time to fill a slot (in days)	122	122	0	122 ⁴	122	To be established
		Children's Choice Waiver						
12055	K	Number of allocated Children's Choice Waiver slots	800	800	800	800	800	To be established
12056	K	Percentage of Children's Choice waiver slots filled	60%	67%	80%	78%	78%	To be established

- ¹ This figure is computed on an annual basis in December. The DHH will provide an updated number in January, 2003. This number includes both MR/DD and Children's Choice.
- ² This figure is based on projected wavier service costs of \$36,878, plus an annual cost per client of \$1,240 for enhancing the MR/DD waiver per Act 1147 recommendations.
- ³ This number is based on the federal requirement to monitor 5% of the filled waiver slots which would vary depending on the number currently filled. The Bureau of Community Support and Services plans to monitor 5% of the available 4251 slots which is 213.
- ⁴ This figure is based on estimates that the Bureau of Community Support and Services has 30 days to determine medical eligibility and the Medicaid agency has 60 days to determine financial eligibility and allowing 2 days for unforeseen delays.

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6. (Supporting) Through the Bureau of Community Supports and Services, increase individuals enrolled in nursing home waivers (Elderly and Disabled Adult, Personal Care Attendant, and Adult Day Health Care Waivers) by at least __ individuals over the next four years in accordance with the Barthelemy Settlement Agreement.

Strategic Link: This objective is related, but not directly linked, to Objective 1.5 of the DHH Strategic Plan: To maintain the MR/DD waiver program for an annual number of 4,251 clients. This objective changed a number of GPIs appearing in the FY 01-02 Operational Plan to supporting indicators at the August 15th Adjustment.

Louisiana: Vision 2020 Link: This objective is linked to Healthy People 2010 Goal 1 Improve access to comprehensive, high quality health care services.

Children's Cabinet Link: Not applicable

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			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
		Personal Care Attendant (PCA)						
13398	S	Number of PCA Waiver Slots	149	149	0 ²	174 ³	187	To be established
13399	S	Number currently served in the PCA waiver ¹	141	125	0 ²	157 ⁴	168 ⁵	To be established
		Adult Day Health Care (ADHC)						
13400	S	Number of ADHC waiver slots	525	525	550	550 ⁵	563	To be established
13401	S	Number currently served in the ADHC waiver ¹	430	394 ⁷	0 ²	533 ⁴	506	To be established
		Elderly and Disabled Adults (EDA)						
13402	S	Number of EDA Waiver slots	979	979	979	1,579 ⁶	1,879	To be established
13403	S	Number currently served in the EDA Waiver ¹	582	548	0 ²	1,421 ⁴	1,691 ⁴	To be established

¹ A system change and new infrastructure for the three Nursing Facility Waivers as required by the Barthelemy settlement was developed and implemented bringing all waiting lists to BCSS State Office for assessment and validation. The Request for Services Registry (RFSR formerly the waiting lists) now provides a systematic intake and offering of waiver slots to persons meeting the eligibility requirements for each specific waiver.

² These performance indicator values were placed at zero until the department could decide the future of providing these services. The Department will continue the PCA Waiver until a state plan option for personal care is implemented and a decision is made regarding this waiver due to the Barthelemy settlement. Funding was restored to Bureau of Community Supports and Service for the three Nursing Facility Waivers (PCA, ADHC & EDA).

³ This Performance Indicator was adjusted August 15, 2002 to meet the requirements per the Barthelemy settlement. ($149 + 25 = 174$ slots).

⁴ The Department of Health and Hospitals is committed to offer and fill 100% of the available waiver slots. This value is based on a 90% fill rate due to the elderly population served. It appears that 90% may be the maximum "fill rate" because of the turnover in the medically fragile elderly population served.

⁵ This Performance Indicator was adjusted August 15, 2002 to meet the Barthelemy settlement ($525 + 25 = 550$ slots).

⁶ This Performance Indicator was adjusted August 15, 2002 to meet the Barthelemy settlement ($979 + 600 = 1579$ slots).

⁷ An error was identified and corrected in data accounting of ADHC program and ADC program for MR/DD Waiver. A system correction and an internal system in BCSS has been developed as a check and balance system.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
12049	Number of appeals received	3,482	3,256	2,867	2,726	2,823 ¹
14012	Number of appeals pending	Not available ²	Not available ²	Not available ²	Not available ²	396

¹ Through FY2001-02, for the purpose of this document, a "Medicaid appeal" was defined as a "Blanchard" appeal, which refers to specific court-related activities representing almost all Medicaid applicant/recipient "individual" appeals. Effective with FY 2002-03, and as related to internal objectives, all Medicaid appeals for individual Medicaid applicants/recipients are defined as Medicaid appeals for this document. The Bureau of Appeals is adding these appeals, which are not subject to the court order, for internal efficiency.

² Data was not collected in this period.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
12050	Number of cases litigated	Not available ¹	686	331	589	608
14167	Percentage of cases litigated successfully	Not available ¹	89%	96%	94.2%	94.4%
12051	Amount recovered	Not available ¹	\$6,387,562	\$7,587,173	\$5,313,670	\$6,204,669

¹ This performance indicator did not exist until FY 1998-1999 and prior year data are not available.

² The amount of 88.5% was entered in LaPAS, but is incorrect. It represents the percent of cases litigated successfully in the last quarter of FY 2001 only. The cumulative figure for the full year (which should have been reported) is 94.2%.

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LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
12052	Number of cases assigned to investigators	Not available ¹	966	1,112	1,170	1,081

¹ This was not a performance indicator during this period and data were not tracked.

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LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
	MR/DD Waiver					
14107	Percentage of MR/DD waiver slots filled	98%	92%	85%	93%	93%
14108	Number of MR/DD waiver slots	2,411	3,451	4,251	4,251	4,251
14109	Total served in MR/DD waiver slots	2,359	2,994	3,639	3,954	3,968
14110	Number waiting for waiver services	9,948	7,069	7,758	8,594	8,465
14113	Average length of time to fill a slot (days)	Not applicable ¹	Not applicable ¹	Not applicable ¹	122	122
	Children's Choice Waiver					
12078	Number of Children's waiver slots	Not applicable ²	Not applicable ²	Not applicable ²	500	800 ³
12076	Number served in Children's Choice waiver	Not applicable ²	Not applicable ²	Not applicable ²	125	325

¹ This data was not maintained until FY 2000-01.² Data is not available, as the Children's Choice Waiver did not become effective until February 2001.³ The Legislature appropriated 300 additional slots for the Children's Choice Waiver during the fiscal year.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
	Personal Care Attendant Waiver (PCA)					
New	Number of PCA slots	124	124	124	124	149
New	Total number served in the PCA waiver	Not available	Not available	Not available	Not available	205 ³
New	Number served in the of PCA waiver	113	113	121	117	141
12065	Number waiting for PCA waiver service	Not available ¹	Not available ¹	641	641	585 ²
	Adult Day Health Care (ADHC)					
New	Number of ADHC waiver slots	300	500	500	500	525
New	Total number served in the ADHC waiver	Not available	Not available	Not available	Not available	558 ³
New	Number served in the of ADHC waiver	328	393	410	447	430
12070	Number waiting for ADHC waiver services	Not available	Not available	72	72	201 ²
	Elderly and Disabled Waiver (EDA)					
New	Number of EDA waiver slots	314	429	629	679	979
New	Nmuber served in EDA waiver	Not available	Not available	Not available	Not available	834
12075	Number waiting for EDA waiver services	283	366	482	473	582
New	Number served in the EDA waiver	Not available	Not available	3,116	3,116	5,592 ²

¹ Data was not maintained during these fiscal years.² Data reported in December and will not be updated until Dec. 2002.³ Represents the total number of persons actually served in the waiver as of June 30,2002.